

November 26, 2015

Attorney General Joseph Foster
Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

Every year at the close of open enrollment, Oregon Educators Benefit Board (OEBB) members who have asked to receive benefit information electronically receive an email confirming their chosen benefits. Each member receives via email a benefit confirmation statement that includes their name, benefit number, address, date of birth, phone number, benefit plan selections, covered dependents' names and dates of birth, and any beneficiary information.

We are writing to let you know that the emails for one OEBB member residing in New Hampshire did not meet our standards to protect our members' information. A technical error in the code used by our contracted IT staff, afforded members the potential to view the benefit confirmation statement of this OEBB member. The maximum number of members that may have access to this information is 49, and we believe the actual exposure is far less than that.

The email did not disclose the member's Username or password for MyOEBB or the individual's health carrier accounts, the member's or the member's dependent's (if applicable) Social Security Number, any financial information about the member, or any protected health information. This error in no way affected, or will affect, the member's eligibility or benefits.

OEBB member services staff as well as our contracted carriers' customer service staff always ensure that individuals who inquire about benefits, or to reset passwords, provide the appropriate information to confirm their identity before giving out information.

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We provided a notice to the individual on Tuesday, November 25, 2014. The notice included a link for the member to get additional tips on how to protect themselves from identity theft ([http://www.oregon.gov/oha/OEBB/docs/FTC ID Theft Brochure.pdf](http://www.oregon.gov/oha/OEBB/docs/FTC_ID_Theft_Brochure.pdf)).

OEBB worked with our contracted programmer to both identify and correct the problem that gave rise to this issue and have taken steps to ensure it will not happen again. Protecting OEBB members' information is very important to us.

While we do not have any evidence that the information disclosed has been improperly used, we recommend that the member remain vigilant by reviewing account statements and credit reports closely and to promptly notify the financial institution or company with which the account is maintained if any suspicious activity is noticed. We also advised the member to promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, their state attorney general, and/or the Federal Trade Commission.

Please contact me if you need additional information about this incident, or if you have any questions. We want to do all we can to ensure the privacy of our members is not violated. [REDACTED]

Sincerely,

Denise L. Hall

[REDACTED]
Oregon Educators Benefit Board